



# Promoting CROWNWeb Data Quality Goals with the Facility Dashboard

*With CROWNWeb Outreach,  
Communication, and Training (OCT)*

April 27, 2017– 2pm to 3pm EDT

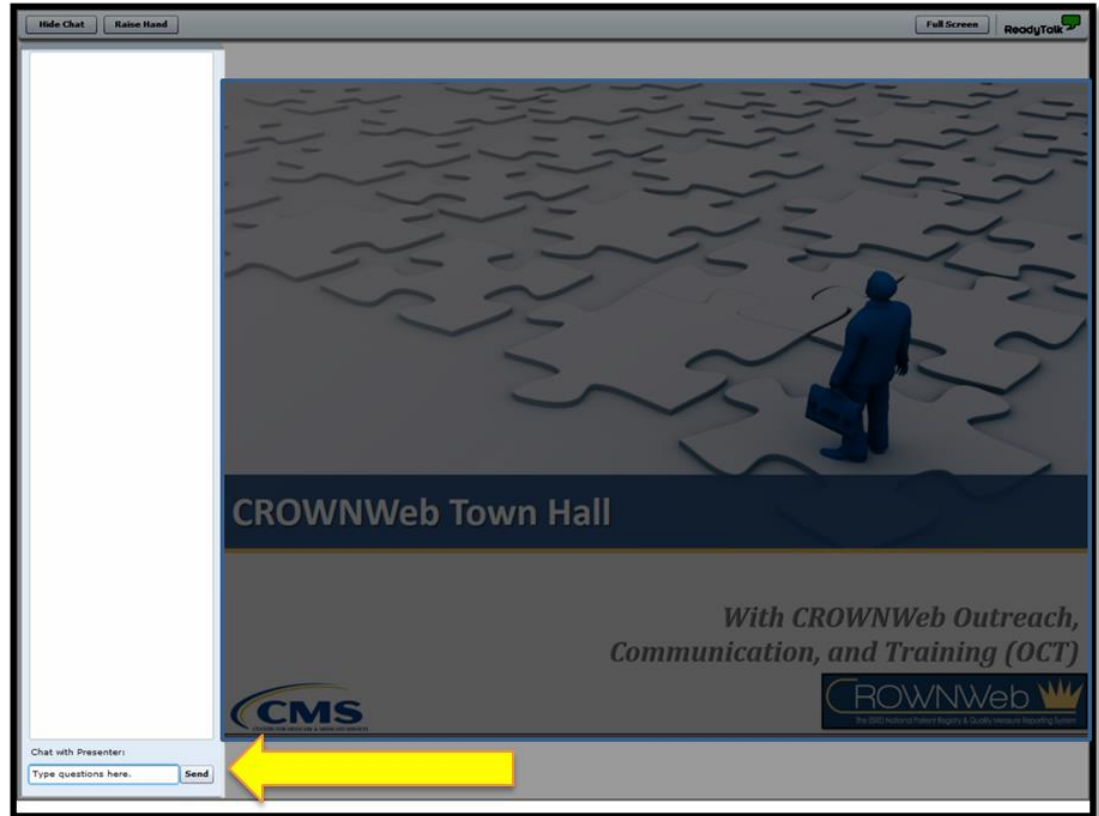


# Audio for Today's Event

- **Audio for this event is available via INTERNET STREAMING (speakers or headphones) - No telephone line is required.**
  - NOTE: A limited number of phone lines are available if you are experiencing poor audio quality – send us a chat message!
- **Audio from computer speakers breaking up or stopping?**
  - Click Pause button
  - Wait 5 seconds
  - Click Play button
- **Hear a bad echo on the call?**
  - Echo is usually caused by multiple connections to a single event.
  - Close all but one browser/tab and the echo will clear up.

# Submitting Questions

Type questions in the “Chat with Presenter” section, located in the bottom-left corner of your screen.



**Note:** *Some questions may require additional research. Unanswered questions may be submitted to [CRAFT@MyCROWNWeb.org](mailto:CRAFT@MyCROWNWeb.org).*

# Today's Host

## **Janis Grady, RHIT, CPHQ**

*Contract Officer's Representative (COR)*

CROWNWeb Outreach, Communication, and Training (OCT)

Centers for Medicare & Medicaid Services,

Division of Quality Measurement (DQM)



# Today's Presenters

**Oniel Delva, BA, CTT+**

*Communications Manager*



**Michael Seckman, CTT+**

*Training Manager*



**Kirsten Keating**

*Project Coordinator*







# Latest News and Reminders

# Clinical Closures

Clinical Month(s)	Date of Closure for Clinical Submissions
February 2017	<b>April 30, 2017 at 11:59 p.m. ET</b>
March 2017	May 31, 2017 at 11:59 p.m. ET
April 2017	June 30, 2017 at 11:59 p.m. ET

**Clinical closures apply to all Collection Types.**

**Clinical data submission applies to all submission methods.**

# Upcoming Training Sessions

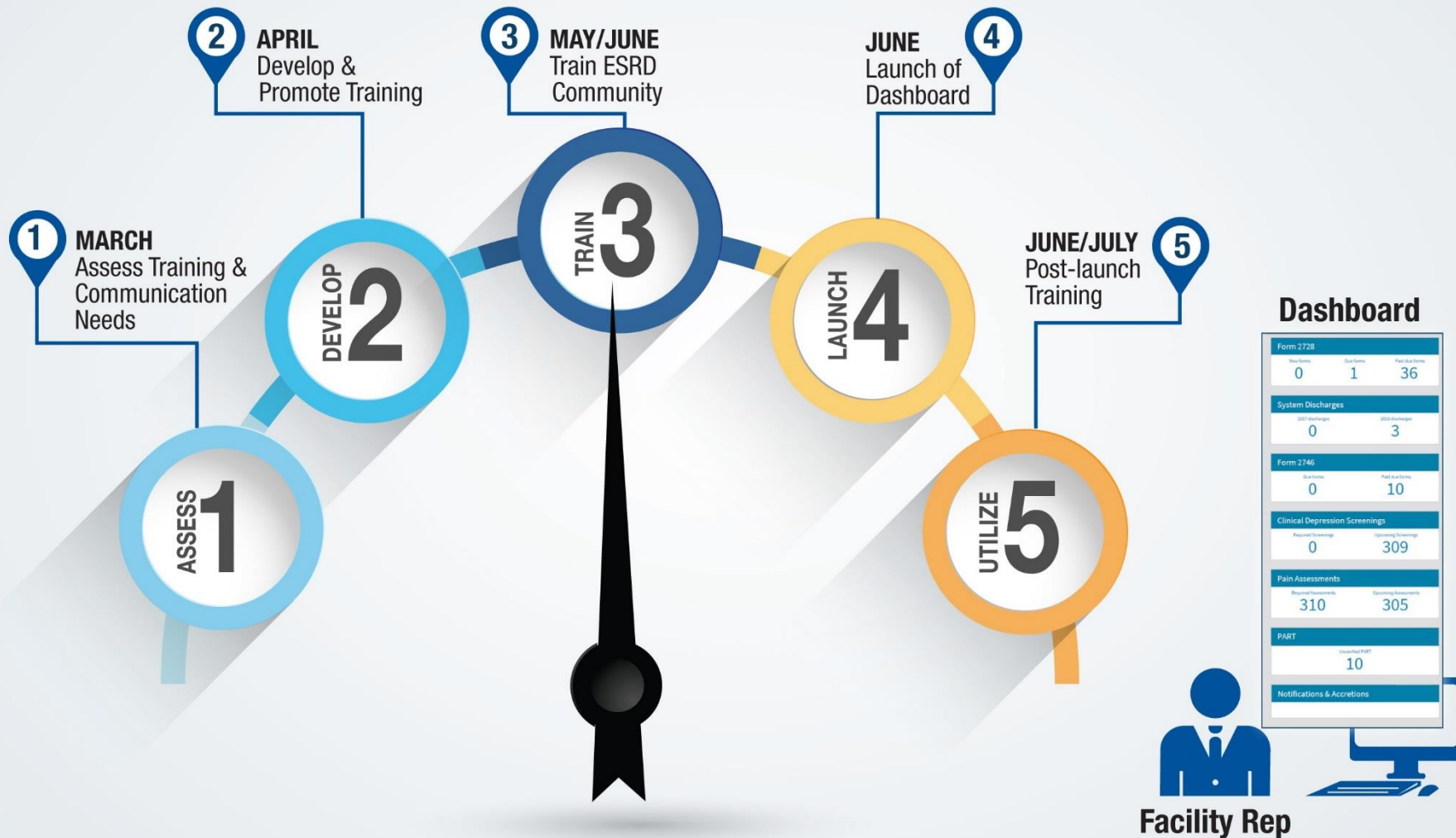
## New User Training Events

Tuesday, May 9 at 2:00 p.m. ET

**All interested may register via the training calendar in the education tab at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org).**



# Facility Dashboard



# Facility Dashboard Training Sessions

Wednesday, May 31 at 2:00 p.m. ET

Wednesday, June 7 at 10:00 a.m. ET

Wednesday, June 7 at 2:00 p.m. ET

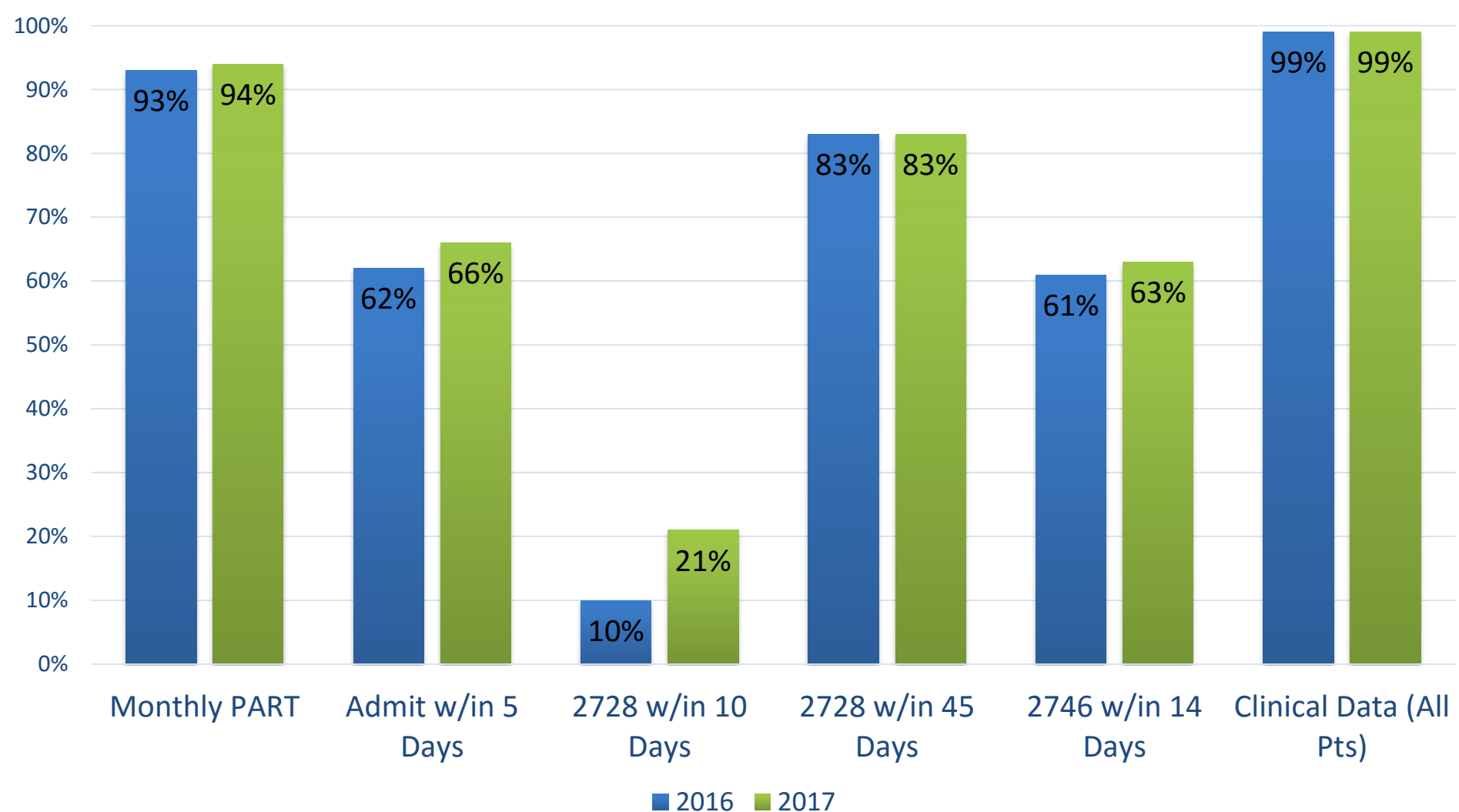
Tuesday, June 13 at 2:00 p.m. ET

**All interested may register via the training calendar in the education tab at [www.MyCROWNWeb.org](http://www.MyCROWNWeb.org).**

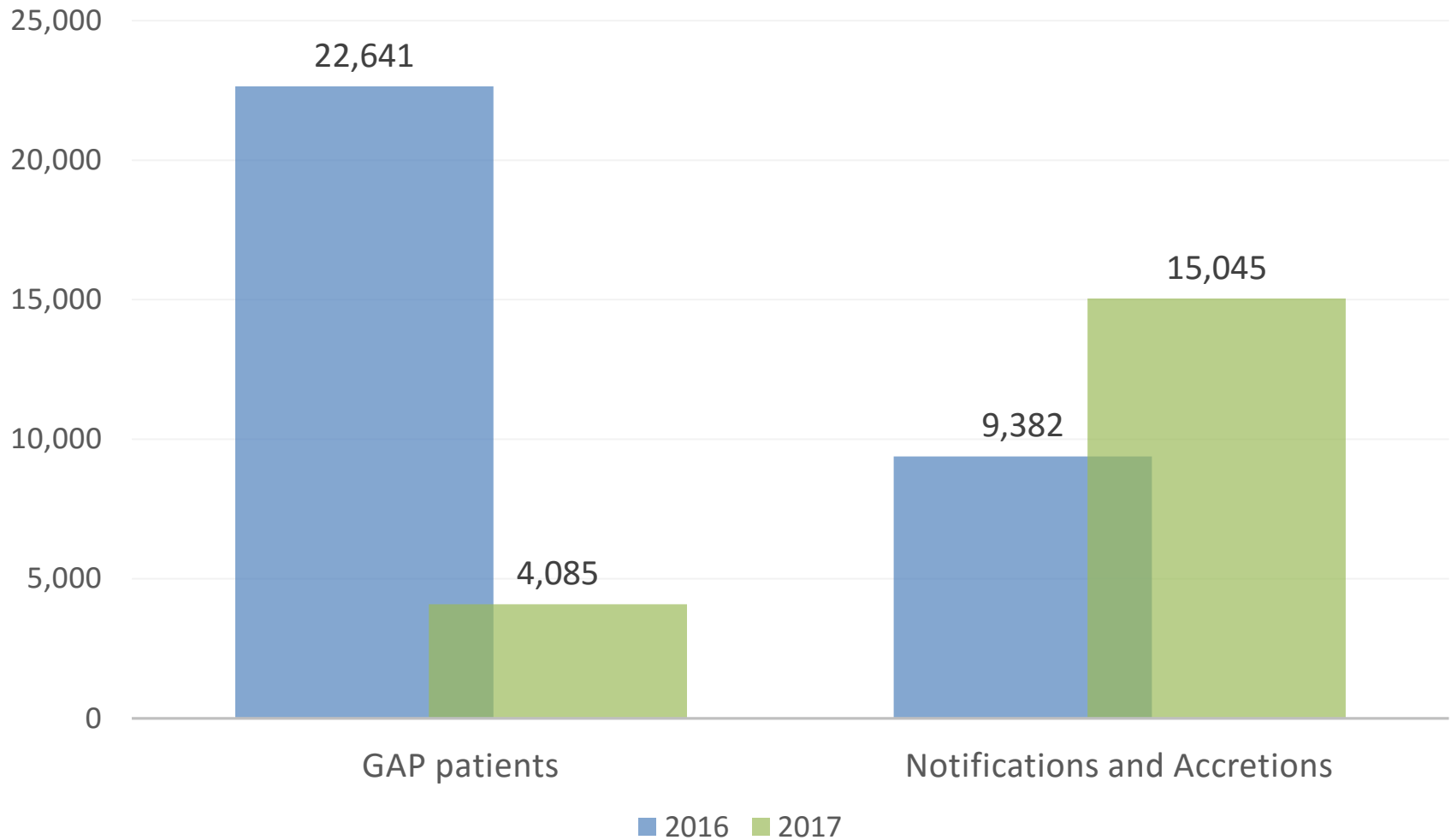


# CROWNWeb Data Quality Goals: 2016-2017

# CROWNWeb Data Submission Rates



# CROWNWeb Data Retention Counts



# CMS-2728 Form Goals

- Missing 2728 Forms
  - Decrease the percentage of missing forms in CROWNWeb **30%** by March 2017
- Saved 2728 Forms
  - Decrease saved 2728 forms in CROWNWeb **50%** by March 2017
- Baseline Data: March 2016



# Missing CMS-2728 Forms

Decrease the percentage of missing forms in CROWNWeb **30%** by March 2017

March 2016	March 2017
32,400	20,104
<b>Difference: 38%</b>	

# Saved CMS-2728 Forms

Decrease saved 2728 forms in CROWNWeb  
**50%** by March 2017

March 2016	March 2017
8,547	6,554
<b>Difference: 23%</b>	

# CROWNWeb Facility Dashboard

## EQRS Facility Dashboard

CROWNWeb

### Overview

#### Form 2728

New forms

0

Due forms

0

Past due forms

5

#### Form 2746

Due forms

0

Past due forms

2

### Notifications & Accretions

Unresolved Notifications & Accretions

13

### System Discharges

2017 discharges

1

2016 discharges

0

### PART

Unverified PART

110

### Facility Dashboard Overview

#### Upcoming Reminders

- **04/30/2017** - Clinical Data submission deadline for the February 2017 clinical period.
- **05/31/2017** - Clinical Data submission deadline for the March 2017 clinical period.
- **06/30/2010** - Clinical Data submission deadline for the April 2010 clinical period.
- **07/31/2017** - Pain Assessment reporting period closes for the January 1 - June 30, 2017 assessment period.

# 2728 Facility Dashboard Screen

## EQRS Facility Dashboard

CROWNWeb

OCT Dialysis (123456 1245324995)

### Overview

#### Form 2728

New forms

0

Due forms

0

Past due forms

5

#### Form 2746

Due forms

0

Past due forms

2

### Notifications & Accretions

Unresolved Notifications & Accretions

13

### System Discharges

2017 discharges

1

2016 discharges

0

### Form 2728 Records

2728 Status:

All Available

2728 Form State:

All Available

Search:

CROWNWeb  
UPI

Patient Name

Due Date

Status

Form  
State

Navigation

[2104863179](#)

Patient, Nosocomed

02/15/2017

Past Due

Saved

[Manage Form 2728s](#)

[2104863900](#)

Patient, Second

03/18/2017

Past Due

Missing

[Manage Form 2728s](#)

[2104863899](#)

Incenterpatient, Imanew

04/15/2017

Past Due

Missing

[Manage Form 2728s](#)

[2104864039](#)

Patient, Nosocomedid

04/15/2017

Past Due

Missing

[Manage Form 2728s](#)

[2104863919](#)

Patient, Transfer

04/15/2017

Past Due

Missing

[Manage Form 2728s](#)

Showing 1 to 5 of 5 results Page Size 10

Prev 1 Next

# 2728 Forms Categories

- New
  - ❖ 0-10 Days
    - Within 10 days from the patient's admit date in CROWNWeb
- Due
  - ❖ 11-45 Days
    - Within 11-45 days from the patient's admit date in CROWNWeb
- Past Due
  - ❖ Over 45 Days
    - Over 45 days from the patient's admit date in CROWNWeb

# Connecting the Pieces Poll Question



Did the Town Hall event provide useful information on the Facility Dashboard?

- Yes
- No



# Connecting the Pieces Poll Question



Do you think the Facility Dashboard will assist in achieving the compliance with CROWNWeb reporting requirements?

- Yes
- No



# CROWNWeb FAQ's

Frequently Asked Questions

# Clinical Question

**Q: Do we have to enter lab values for transient patients?**

# Clinical Answer

**Q: Do we have to enter lab values for transient patients?**

**A: Clinical values need to be entered on all patients that receive treatment at your facility. If a transient patient receives treatment for 1 day and labs are taken during that time, then please enter the values in CROWNWeb. If labs are not taken then, you may use the N/A feature.**

# Patient Status Question

**Q: My long term PD patient just received a transplant. Should I wait 30 days before transferring them?**

# Patient Status Answer

**Q: My long term PD patient just received a transplant. Should I wait 30 days before transferring them?**

**A: Patients should be discharged in CROWNWeb on the date of discharge, but no later than 5 days of their last treatment regardless of reason.**



# 2728 Question

**Q: I have a patient who started dialysis. I have completed the 2728 form but the patient has since stopped treatment. How do I submit the form in CROWNWeb without a patient signature?**

# 2728 Answer

**Q: I have a patient who started dialysis. I have completed the 2728 form but the patient has since stopped treatment. How do I submit the form in CROWNWeb without a patient signature?**

**A: If the patient has not expired then you will need to obtain the signature from the patient or approved family member in order to submit the form.**

# Acute Patient Question

**Q: I have a patient who was admitted in CROWNWeb as chronic ESRD, but the patient is actually acute. What do I do?**

# Acute Patient Answer

**Q: I have a patient who was admitted in CROWNWeb as chronic ESRD, but the patient is actually acute. What do I do?**

**A: Please discharge the patient as acute. You may then contact the help desk and make a request to have the record removed.**

# System Discharge Question

**Q: How do I fix a system discharge?**

# System Discharge Answer

**Q: How do I fix a system discharge?**

**A: You can fix a system discharge from the patient's admit/discharge screen. Select the system discharge and then edit it to reflect the appropriate discharge reason and date.**



# Connecting the Pieces Poll Question



Did you find the FAQ's to be helpful?

- Yes
- No

# Questions



# Thanks for Attending!

**Our next CROWNWeb  
Town Hall will be held:**

**Date: May 25, 2017**

**Time: 2pm-3pm EDT**



# For Further Information...

**Help Me Form:** <http://help.MyCROWNWeb.org>

**QualityNet Help Desk:** 1-866-288-8912

**Website:** <http://www.MyCROWNWeb.org>

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A survey will pop up in your browser when the session ends. Unlike earlier surveys, the attached only asks **2-3 questions**.

**Please follow the link and let us know what you think and what you would like to be covered in future Town Hall events, thank you!**